

MADERA COUNTY

PROGRAM ASSISTANT I PROGRAM ASSISTANT II

DEFINITION

Under general supervision (Program Assistant I) or direction (Program Assistant II), to apply specific program knowledge and administrative, secretarial, and clerical skills in support of a County office; to coordinate assigned programs, projects, and services with other County departments, divisions, and outside agencies; to provide specialized departmental or program information and assistance to the public; and to do related work as required.

SUPERVISION EXERCISED

Program Assistant I

May exercise technical and functional supervision over clerical staff.

Program Assistant II

Exercises technical and functional supervision over clerical staff.

DISTINGUISHING CHARACTERISTICS

Program Assistant I--This is the entry level in the Program Assistant class series. Positions at this level usually perform most of the duties required of the positions at the Program Assistant II level, but are not expected to function with the same amount of program knowledge or skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited program knowledge. Program Assistant I is distinguished from general clerical classifications by the application of specific program knowledge particular to the operation of the assigned department or division.

Program Assistant II--This is the full journey level in the Program Assistant class series. Positions at this level are distinguished from the Program Assistant I level by the performance of the full range of duties as assigned, working independently, applying well developed program knowledge, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Program Assistant II is distinguished from general clerical classifications by the application of well developed and comprehensive specialized program knowledge particular to the operation of the assigned office or program such as agricultural commission, agricultural extension, building inspection, district attorney, environmental health, family court services, family support, planning, probation, public guardian, risk management/health benefits, roads, superior court, veterans service, vital statistics, or welfare program and office knowledge. Employees at this level typically apply specialized program knowledge to self-direct the administrative, secretarial, or clerical tasks that are essential to the accomplishment of the office's desired services or products. Positions in this class series are flexibly staffed and positions at the Program Assistant II level are normally filled by advancement from the Program Assistant I level with three years of experience at the Program Assistant I level. When filled from the outside, the employee is required to have prior related experience which allows the employee to meet the qualification standards for the Program Assistant II level.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Performs a full range of duties which require the application of specialized knowledge regarding a particular program to self-direct administrative, secretarial, and specialized clerical tasks that are essential to the accomplishment of the office's desired services or products; performs a wide variety of specialized technical and advance level clerical work including maintaining accurate and detailed records and logs, verifying accuracy of information, researching discrepancies, and recording information; plans, organizes, and carries out assignments and special projects related to assigned area of responsibility; responds to specific and technical requests for information and assistance from the public, County staff, and representatives of other organizations; interprets regulations, procedures, policies, systems, rules, and precedents in response to inquiries and complaints; researches and gathers information to provide accurate answers and information; resolves concerns and complaints; refers more technical questions or issues to appropriate County staff; ensures follow up to unanswered inquiries; verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies specialized knowledge of departmental and program policies and procedures in determining completeness of applications, records, and files; collects, compiles, and analyzes information and data from various sources on a variety of specialized topics related to the assigned program; checks and tabulates statistical data; writes reports which present and interpret data, identify alternatives, and make and justify recommendations; prepares and assembles reports, manuals, articles, announcements, and other informational materials; organizes, coordinates, maintains, and updates office record keeping systems; enters and updates information within office activity and inventory files; prepares, copies, and distributes a variety of documents; ensures proper filing of copies in departmental or central files; monitors the usage of and copies documents used by the public and technicians as needed; coordinates calendars and makes meeting arrangements; schedules County staff meetings or meetings between County staff and other groups or organizations; arranges for necessary materials to be available at meetings; coordinates workshops and classes; assists with special event programs; coordinates reservations and use of equipment and facilities; oversees the day to day operations of the computer network system for the assigned office including installing, maintaining, troubleshooting, repairing, and modifying computer and network hardware, software, and peripheral equipment to ensure the proper and efficient operation of the assigned computer network; participates in the development and administration of the assigned program budget; composes, types, formats, and proofreads a wide variety of reports, letters, and memoranda; types from rough draft, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; makes or suggests corrections to drafts; maintains confidentiality of sensitive information and documents; serves as receptionist; assists callers and visitors by directing them to appropriate County staff; answers questions and provides information; provides forms, applications, and other materials; may assist citizens and others in completing applications or forms; performs a variety of financial record keeping including collecting and depositing fees, preparing claims, purchase orders, and reports, and performing general office bookkeeping and accounting duties; operates a variety of modern office equipment including computers, word processors, and printers.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Program Assistant I

Knowledge of:

Principles and practices of data collection and report preparation.
Modern office practices, methods and computer equipment.
Word processing methods, techniques and programs.
Principles of business letter writing.
Principles and procedures of record keeping.
Techniques used in public relations.
English usage, spelling, grammar, and punctuation.
Basic accounting procedures and terminology.

Skill to:

Operate modern office equipment including computer equipment.
Type and enter data at a speed necessary for successful job performance.

Ability to:

Learn the operations, activities, and functions of the assigned office.
Learn, interpret, and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
Learn and understand the organization and operation of the County and of outside agencies as necessary to assume assigned responsibilities.
Learn the operational characteristics, functions, and procedures of the computer network system used in the assigned office.
Learn to install, maintain, troubleshoot, repair, and modify computer and network hardware, software, and peripheral equipment.
Perform responsible specialized clerical and secretarial work with accuracy, speed, and minimal supervision.
Organize, maintain, and update office data base and records systems.
File materials alphabetically, chronologically, and numerically.
Independently prepare routine correspondence and memoranda.
Schedule and coordinate projects; set priorities; adapt to changing priorities.
Work cooperatively with other departments, County officials and outside agencies.
Respond to requests and inquiries from the general public.
Compile and maintain records and prepare routine reports.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of increasingly responsible administrative, secretarial, and clerical support experience. Experience in the specific area of assignment is desirable.

Training:

Equivalent to the completion of the twelfth grade supplemented by training in secretarial science, office management, public relations, or a related field.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Program Assistant II

In addition to the qualifications for a Program Assistant I:

Knowledge of:

Operations, procedures, and policies of the department and office setting where assigned.

Comprehensive specialized knowledge related to the specific program of assignment.

Pertinent Federal, State, and local laws, codes, and regulations.

Operational characteristics, functions, and procedures of the computer network system used in the assigned office.

Ability to:

Determine which administrative, secretarial, or clerical tasks are essential to the accomplishment of the department or division's desired service or product and self-direct the accomplishment of the task.

Perform responsible technical and program specific administrative and secretarial support work with accuracy, speed, and minimal supervision.

Understand the organization and operation of the County and of outside agencies as necessary to assume assigned responsibilities.

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Install, maintain, troubleshoot, repair, and modify computer and network hardware, software, and peripheral equipment.

Work independently in the absence of supervision.

Madera County
Program Assistant I/II (Continued)

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Three years of increasingly responsible specialized clerical, technical, administrative, and secretarial support experience comparable to a Program Assistant I with Madera County including one year of experience in the specialized area of assignment.

Training:

Equivalent to the completion of the twelfth grade supplemented by training relevant to the specific area of assignment.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Effective Date: July, 2006